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EFS ID: 62451

Application ID: 10798510



Title of Invention: CALL PROCESSING SYSTEM AND  
SERVICE CONTROL POINT FOR  
HANDLING CALLS TO A CALL  
CENTER

First Named Inventor: Minh Khuc

Domestic/Foreign Application: Domestic Application

Filing Date: 2004-03-11

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Statement

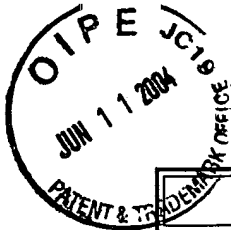
Filing Type:

Confirmation number: 6383

Attorney Docket Number: 1271a


Total Fees Authorized:

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Office,ou=Department of Commerce,o=U.S. Government,c=US  
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**TRANSMITTAL**

Electronic Version v1.1

Stylesheet Version v1.1.0

<b>Title of Invention</b>	<b>CALL PROCESSING SYSTEM AND SERVICE CONTROL POINT FOR HANDLING CALLS TO A CALL CENTER</b>									
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Date: 2004-03-11										
First Named Applicant: Mr. Minh Duy Khuc										
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<table border="1"><thead><tr><th>Submitted by:</th><th>Elec. Sign.</th><th>Sign. Capacity</th></tr></thead><tbody><tr><td>Mr. Michael J. Setter Registered Number: 37,936</td><td>Mr. Michael J. Setter</td><td>Attorney</td></tr></tbody></table>			Submitted by:	Elec. Sign.	Sign. Capacity	Mr. Michael J. Setter Registered Number: 37,936	Mr. Michael J. Setter	Attorney		
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<b>Comments</b>  It is believed that no fees are due in this matter. However, if it is determined that fees										


are due, the Commissioner is authorized to debit Deposit Account No. 210765 for the required fees.



## ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of Invention	CALL PROCESSING SYSTEM AND SERVICE CONTROL POINT FOR HANDLING CALLS TO A CALL CENTER																																																																																																																																					
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<h3>US Patent Documents</h3> <p>Note: Applicant is not required to submit a paper copy of cited US Patent Documents</p> <table border="1"><thead><tr><th>init</th><th>Cite.No.</th><th>Patent No.</th><th>Date</th><th>Patentee</th><th>Kind</th><th>Class</th><th>Subclass</th></tr></thead><tbody><tr><td></td><td>1</td><td>6731744</td><td>2004-05-04</td><td>Khuc</td><td></td><td></td><td></td></tr><tr><td></td><td>2</td><td>5206903</td><td>1993-04-27</td><td>Kohler</td><td></td><td></td><td></td></tr><tr><td></td><td>3</td><td>5592541</td><td>1997-01-07</td><td>Fleischer III et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>4</td><td>5631954</td><td>1997-05-20</td><td>Evans</td><td></td><td></td><td></td></tr><tr><td></td><td>5</td><td>5675635</td><td>1997-10-07</td><td>Vos et al</td><td></td><td></td><td></td></tr><tr><td></td><td>6</td><td>5828740</td><td>1998-10-27</td><td>Khuc et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>7</td><td>6185292</td><td>2001-02-06</td><td>Miloslavsky</td><td></td><td></td><td></td></tr><tr><td></td><td>8</td><td>6215858</td><td>2001-04-10</td><td>Bartholomew et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>9</td><td>6266699</td><td>2001-07-24</td><td>Seveik</td><td></td><td></td><td></td></tr><tr><td></td><td>10</td><td>6311231</td><td>2001-10-30</td><td>Bateman et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>11</td><td>6366658</td><td>2002-04-02</td><td>Bjornberg et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>12</td><td>6415027</td><td>2002-07-02</td><td>Malik</td><td></td><td></td><td></td></tr><tr><td></td><td>13</td><td>6470010</td><td>2002-10-22</td><td>Szviatovszki et al.</td><td></td><td></td><td></td></tr><tr><td></td><td>14</td><td>6175822</td><td>2001-01-16</td><td>Jones</td><td></td><td></td><td></td></tr><tr><td></td><td>15</td><td>6470081</td><td>2002-10-22</td><td>Sbisa et al.</td><td></td><td></td><td></td></tr></tbody></table>							init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass		1	6731744	2004-05-04	Khuc					2	5206903	1993-04-27	Kohler					3	5592541	1997-01-07	Fleischer III et al.					4	5631954	1997-05-20	Evans					5	5675635	1997-10-07	Vos et al					6	5828740	1998-10-27	Khuc et al.					7	6185292	2001-02-06	Miloslavsky					8	6215858	2001-04-10	Bartholomew et al.					9	6266699	2001-07-24	Seveik					10	6311231	2001-10-30	Bateman et al.					11	6366658	2002-04-02	Bjornberg et al.					12	6415027	2002-07-02	Malik					13	6470010	2002-10-22	Szviatovszki et al.					14	6175822	2001-01-16	Jones					15	6470081	2002-10-22	Sbisa et al.			
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	16	6470008	2002-10-22	Khuc
	17	6529504	2003-03-04	Sbisa

Signature

Examiner Name	Date